

AN ORDINANCE BY  
COUNCILMEMBER H. LAMAR WILLIS

04-0 -1199

AN ORDINANCE TO AMEND CHAPTER 154, ARTICLE II OF THE ATLANTA CODE OF ORDINANCES BY ADDING SECTION 154-31 DIRECTING THE COMMISSIONER OF WATERSHED MANAGEMENT TO IMPLEMENT AN ONLINE BILL-PAYING SYSTEM TO BE USED IN ADDITION TO THE PRESENT METHOD OF BILL COLLECTION.

WHEREAS, the implementation of online bill paying will result in overall cost savings by cutting down on postage, labor, and paper costs.

WHEREAS, online bill collection will ensure the on-time payment for water and sewer services, resulting in a better cash flow.

WHEREAS, the citizens of Atlanta can currently bank online and pay bills for private utilities online.

WHEREAS, the Atlanta website is currently set up to receive online credit card payment for delinquent solid waste bills and parking tickets.

WHEREAS, by allowing customers to pay their water and sewer bills online, the city will be able to provide greater customer service in offering customers the options of automatic withdrawal from their bank accounts and/or online credit card payment and 24-hour access to their billing records.

WHEREAS, the number of U.S. households that viewed and paid bills online during 2003 is 18.9 million, an increase of 12.2 million from 2002, and the number is projected to increase substantially within the next five years.

WHEREAS, cities across the country, including Charlotte, NC; Cincinnati, OH; Dallas, TX; Denver, CO; Minneapolis, MN; Mobile, AL; Tallahassee, FL; and Tampa, FL, currently offer online bill paying services for public utilities.

NOW THEREFORE BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ATLANTA, GEORGIA as follows:

**SECTION 1**

That Section 154-31, which shall read as follows:

- (1) The Commissioner of Watershed Management shall be directed to implement an online bill-paying service and make it available to customers of Atlanta water and sewer services.

(2) The online bill-paying service shall offer customers the option of receiving and viewing statements by email or receiving paper statements via the U.S. Postal Service.

(3) The online bill-paying service shall offer customers the option to pay water and sewer bills by credit card or by automatic withdrawal from customer bank accounts upon customer authorization.

is added to Chapter 154.

## **SECTION 2**

All ordinances or parts of ordinances in conflict with this ordinance are hereby repealed.

## **SECTION 3**

The Commissioner for Watershed Management shall have one year from the date of passage to implement the online bill-paying service.